

*Note:* Attached are samples of different types of forms that you can attach to your Language Access Plan.

## Sample Forms

# Data Collection Internal

## Date: \_\_\_\_\_

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## Sample Forms

# Data Collection: LEP

## LIMITED ENGLISH PROFICIENCY (LEP) QUESTIONNAIRE

This questionnaire is to be completed by DLNR Staff providing services to an individual with Limited English Proficiency. Please complete the questionnaire for each LEP individual served.

Staff Name: \_\_\_\_\_ Date: \_\_\_\_\_

Division: \_\_\_\_\_ Office: \_\_\_\_\_

Name of LEP Individual (if known): \_\_\_\_\_

1. What is the primary language spoken by the LEP person?  
(e.g., Tagalog, Ilocano, Mandarin, Japanese, Korean, Samoan, etc.)
  
2. List the type of service provided this person.  
(e.g., permits, license, services, application, job information, project or construction information, etc.)
  
3. Was the program service provided within the timeframe as services provided to non-LEP individuals?  
(Yes or No; if No, please indicate if service was due to need for LEP service)
  
4. What type of LEP services did you provide this person?  
(e.g., oral interpretation in person or phone, written translation, none)
  
5. Who provided the interpreter services?  
(e.g., bilingual staff, contracted interpreter, Telephone Interpreters Services, community volunteer, LEP person's family member, friend, own interpreter, etc.)
  
6. Was this person satisfied with the interpreter services provided?  
(e.g., Yes or No; if No, please explain)

For the Month Ending \_\_\_\_\_

Division/Office: \_\_\_\_\_ Project Code (if applicable): \_\_\_\_\_

[illegible]

## Oral Translation Services Log

For the Month ending \_\_\_\_\_

Division/Office: \_\_\_\_\_

Project Code (if applicable): \_\_\_\_\_

Date	Translation Service Used	Start Time	End Time	Originating Phone #	Language

Comments from LEP clients or their representative(s) regarding quality of services provided:

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



LEP Customer Log for the period: October 16, 2006 through September 30, 2007

Division/Office \_\_\_\_\_

Contact Person \_\_\_\_\_ Phone No. \_\_\_\_\_

Please e-mail form to Dayle Kobashigawa, Research and Statistics Office (586-9005), at Dayle.N.Kobashigawa@hawaii.gov by November 1, 2007.

LEP person's name (if known)	Language (indicate primary language spoken by LEP person)	Date(s) of service	Type of service (check all that apply)						How often (check one)					LEP service (check all that apply)				Interpreter (check all that apply)					Customer satisfied?	
			Process application / Registration	Interview / Fact finding	Hearing	Provide program information	Provide general information	Other (please list)	One time	Twice	Weekly	Monthly	Other (please list)	Oral interpretation in person	Oral interpretation by phone	Written translation	Other (please list)	Bilingual staff	Family member or friend	Telephone language line	Contracted interpreter	Other (please list)	Yes	No (please explain)
1																								
2																								
3																								
4																								
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# Data Collection: Reporting



## LIMITED ENGLISH PROFICIENCY Annual Division/Office Report

For Calendar Year: \_\_\_\_\_

Form to be completed for each calendar year and submitted to the LAP Coordinator no later than January 15 of the following year. The information will be used to determine (among other things) the number of LEP Individuals requiring translation services and types of languages translated. LAP Coordinator will utilize the questionnaire to gather more detailed information necessary to enable DLNR to provide meaningful access to LEP Individuals.

Division/Office: \_\_\_\_\_ Contact Person \_\_\_\_\_

<b>Total LEP Individuals:</b>	<b><i>Number Served</i></b>

<b>Methods used to Inform LEP Individuals of LEP Information</b>	<b><i>Yes or No</i></b>
Language identification flashcard	
Posters informing LEP Individuals of language services	
Outreach documents in other languages	
TeleInterpreters Services	
Multilanguage mailer inserts	
LEP information on website	
Other:	

<b>Types of Documents Translated:</b>	<b><i>Yes or No</i></b>
Applications	
Agendas/Minutes	
Letters or notices regarding public meetings	
Complaint forms	
Other:	

<b>Number of complaints filed due to language access issues:</b>	<b><i>Number of Grievances or Complaints</i></b>
Please indicate number of grievances and/or complaints your division or office handled during the report year due to language access issues. Please also provide below the date filed and a short description of the issue.	

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# Office Notice: Interpreters Available

# IF YOU NEED AN INTERPRETER . . .

We provide free interpreter services on request to conduct your business with the State of Hawai'i Department of Labor and Industrial Relations. If you need an interpreter in a particular language, point to that language below:

	မြန်မာဘာသာနှင့်စကားပြန်လိုလျှင် ဤနေရာကိုလက်ညှိုးဖြင့်ညွှန်ပြပါ။	Burmese
	ចូលជំនះបើអ្នកត្រូវការអ្នកបកប្រែភាសានេះ	Cambodian
	E punto guene unnesesita intepete ni esta na linguahe.	Chamorro
	Tikii awenewenen ikei, ika pun ka chok tongeni anneani, weweiti, pwan kapasen Chuuk, pun ach ei neeni epwe awora emon noum chon chiaku ren kapasen Chuuk ngeni Merika pwan kapasen Merika ngeni Chuuk.	Chuukese
	Itudom ditoy no makasao ken maka-awat iti daytoy a sarita. Maitdanka iti mangipatarus.	Ilocano
	お話しになる言語を指して下さい。	Japanese
	여러분이 이언어를 이해하시고 사용하시면 이곳을 가르키십시오 저희가 통역을 제공할것읍니다	Korean
	Kom fin nikin, kom enenu in oasr met leng kahs lom.	Kosraen
	ຖ້າທ່ານເວົ້າແລະເຂົ້າໃຈພາສານີ້, ໂຕ້ຊີ້ໃສ່ທີ່ນີ້. ນາຍພາສາຈະຊ່ວຍທ່ານ	Lao
	如果您明白此種語言，請指向本文。我們會提供該種語言翻譯員。	Mandarin or Cantonese
	Jitōñe ñe elōñ am ñoñ rikook kajin.	Marshallese
	Idih wasabt ma ke anahne soun kawehwe ni lokaia wet.	Pohnpeian
	Afai e te mana'omia le faaliliu upu ile gagana Samoa faailoa mai faamolemole.	Samoan
	Apunte aqui si necesita un traductor en: Espanol	Spanish
	Ituro dito kung ikaw ay nanganga-ilangan ng ganitong salita.	Tagalog
	กรุณาชี้ตรงนี้ถ้าต้องการผู้ช่วยแปลภาษา	Thai
	Tuhu ki he tohi ni Kapau'oku Fie. ma'u ha Tokoni ke Fakamatala atu 'ae 'uhinga 'oe ton.	Tongan
	Chi' vao đây nê'u ba cân mỗ t thông di ch viên cho ngôn ngữ Vietnam.	Vietnamese
	Itudlo dire kung nangingahnglan ka ug interpreter nianing pinulongan.	Visayan
	Mu guchum ngarag ni faamra gabadag ninge thilyeg bee e thin rom.	Yapese



DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

State of Hawai'i  
Linda Lingle, Governor

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# Notice:

# Document Translation



**If you need this document translated, please call the State Department of Labor and Industrial Relations' Limited English Proficiency Plan Coordinator at 586-8865.**

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**Burmese**

အကယ်၍ စာရွက်စာတမ်းများကို ဘာသာပြန်ဖို့ လိုအပ်လျှင်  
အလုပ်သမားနှင့်စက်မှုဝန်ကြီးဌာနမှ အကူအညီပေးသူကို  
အောက်ပါဖုန်းနံပါတ်ကို ခေါ်ယူ၍ အကူအညီတောင်းခံနိုင်ပါသည်။  
ဆက်သွယ်ရန် ၊ ၈၀၈ ၅၈၆ ၈၈၆၅

**Cambodian**

បើអ្នកត្រូវការឯកសារនេះបកប្រែជាភាសាអង្គក  
សូមអ្នកទាក់ទងទិច ក្រសួងកិច្ចការនិងទំនាក់ទំនង  
របស់រដ្ឋវ្យាកភាសា តាមលេខ ៥៨៦-៨៨៦៥

**Chamorro**

Yanggen un nisisita na u ma translada este na dokumento, pot fabot agang i State Department of Labor and Industrial Relations' Limited English Proficiency Plan Coordinator gi 586-8865.

**Chinese**

假如你需要翻譯這份文件, 請致電586-8865  
向州政府勞工與工業關係部"英語有限協助計劃"協調員聯絡

**Chuukese**

Are kopwe mochen eman epwe awewei novin taropwe mei auchea, kopwe kan kori  
Department of Labor and Industrial Relations Limited English Proficiency Plan  
Coordinator at 586-8865.

**Ilocano**

No agkasapulan iti mangipatarus iti daytoy a dokumento, pangnga-asiyo ta tumawag iti  
State Department of Labor and Industrial Relations' Limited English Proficiency Plan  
Coordinator iti numero 586-8865.

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# Language Service Providers



## Hawaii Language Interpretation/Translation Providers

### **Name**

BILINGUAL ACCESS LINE

Helping Hands of Hawai'i

2100 N. Nimitz Highway

Honolulu, HI 96819

Ph: 808-526-9724

### **Service**

Oral interpretation

Written translation

PACIFIC GATEWAY CENTER

720 N. King Street

Honolulu, HI 96817

Ph: 808-851-7010

Oral interpretation

Written translation

State of Hawaii Listing of Translators: Oahu, Kauai, Maui, Hawaii

<http://www.thestateofhawaii.com/translator/index.html#oahu>

Hawaii Interpreters and Translators Association – Membership Directory with contact

information: <http://www.hawaiitranslators.com/>